

CLINICAL INFORMATION RESOURCE NETWORK

PATIENT DEMOGRAPHICS (CIRN-PD) and MASTER PATIENT INDEX (MPI)

Exception Handling

May 18, 2000

Preface

This document has been prepared to give Clinical Information Resource (CIRN) sites information and assistance in dealing with exception messages. It provides updated information on exception messages, their resolution, and the CIRN Exception Handling option [RG CIRN EXCEPTION HANDLING] introduced in RG*1*3.

Note: If you have not installed RG*1*3, you will receive separate messages for each of the exceptions. You will not have a List Manager display. You will need to use the Patient Audit, MPI Display Only Query, and Single Patient Init to MPI options on the CIRN Patient Admin Coordinator menu and do Patient Inquiries, HINQs, and edit patient data from outside the CIRN menus. The Purge and Update Status to Processed features will not be applicable to you.

Table of Contents

Exception Messages and Bulletins	1
Bulletins	1
Patient Related Bulletins	1
Exception Messages	5
CIRN Exception Handling option	6
Resolving the Exceptions	9
Exception Messages not Included on the Exception Handling Option	13

Exception Messages and Bulletins

Bulletins

Several bulletins are sent to the RG CIRN DEMOGRAPHIC ISSUES mail group. These are designed to alert Patient Administration of problems related to information processing. They are:

Patient-related bulletins:

Missing Data

Patient Not Found (DG*5.3*261 replaces this bulletin with an exception message to the MPIF Exceptions mail group for resolution by Master Patient Index/Patient Demographics (MPI/PD) team members or National VISTA Support (NVS).

Inconsistent Data (DG*5.3*261 replaces this bulletin with an exception message to the MPIF Exceptions mail group for resolution by MPI/PD team members or NVS.)

Remote Sensitivity Indicated

Remote Date of Death

Address Change

Master File Update bulletins:

DG*5.3*261 replaces these bulletins with an exception message to the MPIF Exceptions mail group for resolution by MPI/PD team members or NVS.

Patient Not Found (Treating Facility type)

Inconsistent Data (Treating Facility type)

Patient Related Bulletins

These messages concern any changes in demographic information (such as Marital Status, address, etc.) for a particular patient. All incoming patient-related messages go through the same validation steps.

1. Check for Missing Data

The first step is a check on the incoming HL7 message to make sure that certain required fields are present. These fields are: Name, Social Security Number (SSN) (unless pseudo or not available), Date of Birth (DOB), and Integration Control number (ICN). If one of these fields is missing or null, a Missing Data bulletin is generated.

Note: This bulletin should be very rare since Name, SSN, and DOB are required fields that must be entered in order to add the patient to the database at the sending site. The Integration Control Number is provided by the MPI when the patient is initially processed.

```
Subj: CIRN - MISSING DATA [#93351] 22 Apr 98 11:16 43 Lines
From: CIRN PACKAGE in 'IN' basket. Page 1
```

```
-----
The CIRN Package has received a message from:
ALLEN PARK, MI --> Site Number: 553
This message was missing required data
```

```
FIELD: .01 = BURNETT,COREL
FIELD: .02 = FEMALE
```

Exception Messages and Bulletins

```
FIELD: .03 = 2500501
FIELD: .05 = UNKNOWN
FIELD: .08 = UNKNOWN/NO PREFERENCE
FIELD: .09 = 887438885
FIELD: .097 = 2980422
FIELD: .111 = TESTING NOT2
FIELD: .1112 = 99999
FIELD: .112 = "@"
FIELD: .113 = "@"
FIELD: .114 = ROUND LAKE
FIELD: .115 = NEW YORK
FIELD: .117 = CATTARAUGUS
FIELD: .131 = "@"
FIELD: .132 = "@"
FIELD: .211 = "@"
FIELD: .219 = "@"
FIELD: .2403 = "@"
FIELD: .301 = NO
FIELD: .302 = "@"
FIELD: .31115 = "@"
FIELD: .323 = "@"
FIELD: .351 = "@"
FIELD: .361 = EMPLOYEE
FIELD: .3612 = "@"
FIELD: .3615 = "@"
FIELD: 391 = EMPLOYEE
FIELD: 991.01 = "@"
FIELD: 991.02 =
FIELD: 991.03 = ALBANY, NY
FIELD: 1901 = NO
FIELD: DFN = 7171322
FIELD: FLD = .112;.113;.111;
FIELD: SENDING SITE = 553
FIELD: SENSITIVITY = "@"
FIELD: SENSITIVITY DATE = "@"
FIELD: SENSITIVITY USER = "@"
FIELD: SITENUM = 500
```

2. Do a match on SSN, and CIRN Master Record Site (CMOR)

The second step is the check on the incoming HL7 message to insure that certain data in the incoming message matches the information for the patient at the receiving system. This insures that this, in fact, is the same patient. Data fields that are checked are the Integration Control number (ICN) and the CMOR. If these fields do not match, an Inconsistent Data bulletin is generated. Also, the system compares the SSN; if they do not match, the system will still process the HL7 message and update the patient. It will also add the patient to the exception list and fire this bulletin.

```
Subj: CIRN - INCONSISTENT DATA [#93364] 23 Apr 98 14:23 51 Lines
From: CIRN PACKAGE in 'IN' basket. Page 1
```

```
-----
The CIRN Package has received a message from:
ALBANY, NY --> Site Number: 500
This message contains data that is inconsistent
with your site's data.
```

```

Local Name: BURNETT,COREL
Local SSN: 887438885
Local ICN: 1000304603
Local CMOR: BATAVIA, NY
-----
Remote Data

FIELD: .01 = BURNETT,CARAL
FIELD: .02 = FEMALE
FIELD: .03 = 2340512
FIELD: .05 = DIVORCED
FIELD: .08 = ISLAM
FIELD: .09 = 887438885
FIELD: .097 = 2980423
FIELD: .111 = NANCY STREET SENS
FIELD: .1112 = "@"
FIELD: .112 = "@"
FIELD: .113 = "@"
FIELD: .114 = "@"
FIELD: .115 = "@"
FIELD: .117 =
FIELD: .131 = "@"
FIELD: .132 = "@"
FIELD: .211 = "@"
FIELD: .219 = "@"
FIELD: .2403 = "@"
FIELD: .301 = NO
FIELD: .302 = "@"
FIELD: .31115 = "@"
FIELD: .323 = "@"
FIELD: .351 = "@"
FIELD: .361 = EMPLOYEE
FIELD: .3612 = "@"
FIELD: .3615 = "@"
FIELD: 391 = EMPLOYEE
FIELD: 991.01 = 1000304603
FIELD: 991.02 = 842887
FIELD: 991.03 = ALBANY, NY
FIELD: 1901 = NO
FIELD: DFN = 7169753
FIELD: FLD = .111;
FIELD: SENDING SITE = 500
FIELD: SENSITIVITY = "@"
FIELD: SENSITIVITY DATE = "@"
FIELD: SENSITIVITY USER = "@"
FIELD: SITENUM = 500

```

3. Remote Sensitivity Indicated

Now that we know for sure that we are in fact dealing with the correct patient, the system checks the incoming HL7 message to see if the patient is marked as a "Sensitive" patient at the sending site, but not at the receiving site. If this is true, a Remote Sensitivity Indicated bulletin is generated. This is a clue that you may wish to mark the patient's record as "Sensitive" at the receiving site.

```

Subj: Remote Sensitivity Indicated  [#93001] 11 Mar 98 13:18  8 Lines
From: CIRN PACKAGE  in 'IN' basket.   Page 1  **NEW**
-----

```

Exception Messages and Bulletins

```
The CIRN Package has received a message from:  
ALBANY, NY --> Site Number: 500
```

```
This message indicates that Pt. BURNETT,CARAL is flagged as Sensitive at  
the other facility but is not flagged as Sensitive at your facility.
```

```
Remote Patient SSN:xxxxxxxxxxxxxxxx  
Remote User Who Flagged the Pt as Sensitive: CARLSON-GOTTS,NANCY  
Date/time remote user Flagged Pt Sensitive: Feb 04, 1998@13:38
```

4. Remote Date of Death Indicated

Next, the system checks the incoming HL7 message to see if the patient is marked as deceased at the sending site. If this is true, a Remote Date of Death Indicated bulletin is generated. The bulletin is generated when the remote site has a date of death and the subscribing site does not and also when the remote site has a date of death that is different from the subscribing site's date of death. The receiving site can then review whether to mark the patient as deceased at their site.

The following message is displayed when the remote site has a date of death and the subscribing site does not.

```
Subj: Remote Date of Death Indicated  
From: CIRN PACKAGE in 'IN' basket
```

```
-----  
The CIRN Package has received a message from:  
MIAMI --> Site Number: 546546
```

```
This message indicates that patient DOE,JOHN  
has a date of death at the other facility but not at  
your facility.
```

```
Date of Death from other facility: Jun 11, 1999
```

The following message is displayed when the remote site has a date of death that is different from the subscribing site's date of death.

```
Subj: Remote Date of Death Indicated  
From: CIRN PACKAGE in 'IN' basket
```

```
-----  
The CIRN Package has received a message from:  
BAY PINES, FL --> Site Number: 516
```

```
This message indicates that patient DOE,JOHN  
has a different date of death at the other facility than at  
your facility.
```

```
Date of Death from other facility: Jun 04, 1999  
Date of Death at your facility: Jun 11, 1999
```


5. Address Change

Finally, the system checks the incoming message to see if any of the address-related information is different than the current information in the receiving site's database. The specific fields checked are: Street Address [LINE 1], Street Address [LINE 2], Street Address [LINE 3], City, State, ZIP+4, and County. The message tells you that Address fields were deleted (not replaced) from your data based on more recent information from the CMOR site. Usually, the site that sent the deletion immediately updates the data with new information but you will not receive notification of this.

```
Subj: BURNETT **CIRN ADDRESS CHANGE**  [#93349] 22 Apr 98 10:44 14 Lines
From: CIRN PACKAGE in 'IN' basket.    Page 1  **NEW**
```

```
-----
The CIRN Package has received a message from:
ALLEN PARK, MI --> Site Number: 553
This message changed the Address of Patient:
BURNETT,COREL
```

<<OLD ADDRESS>>

<<NEW ADDRESS>>

```
STREET ADDRESS [LINE 1]: 2979 MAPLE COURT
STREET ADDRESS [LINE 2]: APARTMENT 2B
STREET ADDRESS [LINE 3]:
CITY: ROUND LAKE
COUNTY: CATTARAUGUS
STATE: NEW YORK
ZIP+4: 99999
```

```
SAME
DELETED
SAME
ROUND LAKE
CATTARAUGUS
NEW YORK
99999
```

Exception Messages

During the processing of HL7 messages for the MPI and CMOR options, it is possible for CIRN HL7 exception (problem) messages to be generated. These messages serve to notify IRM and/or Patient Administration personnel of dilemmas or situations that have been encountered. Listed below are the mail groups to which these exception messages are sent, depending on the nature of the problem. They are listed by mail group name, type of problem, and recommended mail group members.

Members of the RG CIRN DEMOGRAPHIC ISSUES mail group are automatically notified of problems relating to data. It is recommended that Patient Administration personnel (i.e., Automated Data Processing Application Coordinator (ADPAC) and/or Coordinators, etc.) be made members of this mail group.

There are a number of CIRN exception messages that are technical in nature, involving problems with HL7 messages, multiple sites, or ones that require a NOIS to be logged. Those are not included in this manual because they are sent to the MPIF EXCEPTIONS mail group that has the remote mail group G.CIRN EXCEPTION MGT@FORUM.VA.GOV as the only recipient. The exceptions that go to the remote forum mail group will be resolved by MPI/PD team members or by NVS. The site should not have any local members entered in this mail group.

CIRN Exception Handling option

Patch RG*1*3 introduces the CIRN Exception Handling [RG CIRN EXCEPTION HANDLING] option to replace several exception messages and to allow purging of processed exceptions. The following Clinical Information Resource Network (CIRN) exception messages have been replaced by the CIRN Exception Handling option:

Required Field(s) Date of Birth or Name missing for patient sent to MPI
SSN Match Failed
Name Doesn't Match
Death Entry on MPI not in VISTA
Death Entry on Vista not in MPI
Death Entries on MPI and Vista DO NOT Match
Potential Matches Returned

To access the CIRN Exception Handling option, start at the CIRN Patient Admin Coordinator Menu [RG ADMIN COORD MENU] and choose MSG Message Exception Menu [RG EXCEPTION MENU].

```
Select CIRN Master Menu Option: CORD  CIRN Patient Admin Coordinator Menu
```

```
PM      Patient Merge Utilities ...
GS      Generate a Patient Subscription Request
EQ      CIRN Event Queue Class Statistics
SP      Site Parameters Edit for CMOR
CMOR    CMOR User Menu ...
ADU     CIRN Patient Admin User Menu ...
LOG     Patient Audit Log Reports ...
INQ     Subscription Status Inquiry
MPI     Master Patient Index Menu ...
MSG     Message Exception Menu ...
```

```
Select CIRN Patient Admin Coordinator Menu Option: MSG Message Exception
Menu
```

```
View Potential Match Patient
CIRN Exception Handling
```

```
Select Message Exception Menu Option: CIRN Exception Handling
```

Upon entering the option, you will be told when the last purge took place and will be asked if you would like to run the purge now. If you choose to purge, you will have to wait a few minutes before using the CIRN Exception Handling option.

The purge removes duplicate entries, resolved entries over 30 days old, and entries for patients with names beginning with "ZZ" from the CIRN HL7 Exception Log file (#991.1). Regular purging provides you with the most up-to-date information on the List Manager screen. If you feel that waiting for the purge to complete is too time consuming, you can ask your IRM service to schedule the background job CIRN Exception Purge [RG EXCEPTION PURGE] via TaskMan to run once a week at an off-hours time that does not conflict with backups.

CIRN EXCEPTION HANDLING		Nov 04, 1999 11:06:11	Page: 1 of 1
CIRN Exception Handling			
The CIRN Exception Purge process last ran Mar 27, 2000@09:15:31			
Do you want to run the CIRN Exception Purge process now? NO// <RET>			
	Patient	SSN	Date Exception
1	SERIOUS,SAM	111111111	11/02/99 SSN Match Failed
2	RUGGED,ROBERT	222222222	11/02/99 SSN Match Failed
3	MERRY,MARY	333333333	11/02/99 SSN Match Failed
4	MERRY,MARY	333333333	11/02/99 Required field(s) Date of
5	JOLLY,JAMES A	444444444	11/02/99 Required field(s) Date of
6	CJOLLY,JAMES B	555555555	11/02/99 Name Doesn't Match
7	JOLLY,JAMES B	555555555	11/02/99 Potential Matches Returne
8	BURLY,BENJAMIN	666666666	11/02/99 Potential Matches Returne
9	ROWDY,ROBERT	777777777	11/02/99 Death Entry on Vista not
Enter ?? for more actions			
SD	Sort Exceptions by Date		VT View Selected Exception Type
SP	Sort by Patient		EXC Select Exception
ST	Sort by Exception Type		
Select Action:Quit// VT Select Exception Type to View			
Enter an exception type to view: SSN Match Failed			

This option gives you a list of exceptions that have not yet been processed. You can sort the list by date (default), by patient, or by exception type. You can also choose to view only those of a selected exception type. The first three actions merely change the order that the patients are listed on the screen.

VT Select Exception Type to View

The VT Select Exception Type to View action allows you to see only those of the exception type that you choose.

CIRN EXCEPTION HANDLING		Nov 04, 1999 11:15:21	Page: 1 of 1
CIRN Exception Handling			
	Patient	SSN	Date Exception
1	SERIOUS,SAM	111111111	11/02/99 SSN Match Failed
2	RUGGED,ROBERT	222222222	11/02/99 SSN Match Failed
3	MERRY,MARY	333333333	11/02/99 SSN Match Failed
Enter ?? for more actions			
SD	Sort Exceptions by Date		VT Select Exception Type to View
SP	Sort by Patient		EXC Select Exception
ST	Sort by Exception Type		
Select Action:Quit//			

EXC Select Exception

Using the EXC Select Exception action to select a specific exception brings you to a screen with more detailed information on the exception as well as the actions to perform Patient Audit, Patient Inquiry, Hinq Inquiry, MPI Display Only Query, Single Patient Initialization to the MPI, Edit Patient Data, and Update Status to Processed.

CIRN EXCEPTION HANDLING		Nov 04, 1999 11:15:21	Page: 1 of 1
CIRN Exception Handling			
	Patient	SSN	Date Exception
1	SERIOUS,SAM	111111111	11/02/99 SSN Match Failed
2	RUGGED,ROBERT	222222222	11/02/99 SSN Match Failed
3	MERRY,MARY	333333333	11/02/99 SSN Match Failed
Enter ?? for more actions			
SD	Sort Exceptions by Date	VT	Select Exception Type to View
SP	Sort by Patient	EXC	Select Exception
ST	Sort by Exception Type		
Select Action:Quit// EXC Select Exception			
Select : (1-3): 1			

CIRN EXCEPTION ACTIONS		Nov 04, 1999 11:30:33	Page: 1 of 1
CIRN EXCEPTION HANDLING ACTIONS.			
Exception Data			
1	Name:	SERIOUS,SAM	
2	SSN:	111111111	
3	DOB:	AUG 22,1941	
4	DFN:	2	
5	ICN:	100111111	
6	Date of Death:		
7	Exception Type:	SSN Match Failed	
8	Exception Date:	Nov 02, 1999	
9	Exception Status:	NOT PROCESSED	
Enter ?? for more actions			
AUD	Patient Audit	SPI	Single Patient Init to MPI
INQ	Patient Inquiry	ED	Edit Patient Data
HI	Hinq Inquiry	UPD	Update Status to Processed
DO	MPI Display Only Query		

When the exception has been processed, meaning that you have verified data, corrected where necessary, and contacted the CIRN Master of Record (CMOR) site if necessary, then depending on the exception, use either the Single Patient Init to the MPI, or Update the Status to Processed action and the exception will no longer appear on the exception list. In general, Single Patient Init to MPI is used if the patient currently has a locally assigned ICN or no ICN while Update Status to Processed would be used if the patient already has a nationally assigned ICN. To determine the type of ICN, use VA FileMan to look at the Integration Control Number (national) and Locally Assigned ICN (local) fields in your Patient file (#2).

NOTE: When using the Single Patient Init to MPI action, you may receive a list of possible matches to your patient. Sometimes a number of these are obviously the same patient. If you feel that **more than one** of the choices presented matches your patient, **do not** initialize your patient to the MPI at this time. Please log a NOIS and send a separate FORUM message to the MPIF Exceptions mail group with the specific information. This will allow the MPI/PD team to clean up the MPI duplicates. If your patient appears to be the same as a unique entry on the MPI, match your patient to that entry. If your patient is unique from all others listed, add the patient as a new entry.

Resolving the Exceptions

1. Required field(s) Date of Birth or Name missing for Patient sent to MPI

This exception occurs during the initialization of the MPI with your local Patient file if the required fields Name and Date of Birth have not been populated. These required fields must have values before patients can be assigned ICNs.

Resolution:

To resolve this exception first correct any missing fields identified. Use the Edit Patient Data action to update the Name, Social Security Number, Date of Birth and Date of Death fields. Use the Single Patient Initialization to MPI action to initialize this patient to the MPI

```

CIRN EXCEPTION ACTIONS          Jan 14, 2000 11:12:11          Page:    1 of 1
CIRN EXCEPTION HANDLING ACTIONS.

      Exception Data
1   Name:    MERRY,MARY
2   SSN:     333333333
3   DOB:     AUG 22, 1941
4   DFN:     3
5   ICN:     1003333333
6   Date of Death:
7   Exception Type:      Required Field(s) Date of Birth
8   Exception Date:      Nov 02, 1999
   Exception Status:     NOT PROCESSED

-----Enter ?? for more actions-----
---
AUD  Patient Audit          SPI  Single Patient Init to MPI
INQ  Patient Inquiry        ED   Edit Patient Data
HI   Hing Inquiry          UPD  Update Status to Processed
DO   MPI Display Only Query
Select Action:Quit// ED   Edit Patient Data
NAME: MERRY,MARY//
DATE OF BIRTH: 07/22/1941// 08/22/1941
SOCIAL SECURITY NUMBER: 33333333// 333333333
DATE OF DEATH:

```

```

CIRN EXCEPTION ACTIONS          Jan 13, 2000 14:41:24          Page:    1 of 1
CIRN EXCEPTION HANDLING ACTIONS.

-----Exception Data-----
1   Name:    MERRY,MARY

```

Exception Messages and Bulletins

2	SSN:	333333333	
3	DOB:	AUG 22,1941	
4	DFN:	3	
5	ICN:	1003333333	
6	Date of Death:		
7	Exception Type:	Required Field(s)	Date of Birth
8	Exception Date:	Nov 02, 1999	
	Exception Status:	NOT PROCESSED	

-----Enter ?? for more actions-----

AUD	Patient Audit	SPI	Single Patient Init to MPI
INQ	Patient Inquiry	ED	Edit Patient Data
HI	Hing Inquiry	UPD	Update Status to Processed
DO	MPI Display Only Query		

Select Action:Quit// **SPI** Single Patient Init to MPI

Attempting to connect to the Master Patient Index in Austin...

Patient was not found in the MPI...

Adding Patient to Master Patient Index...

Enter RETURN to continue or '^' to exit:

The screen is then updated with the new ICN and the status is changed to PROCESSED.

CIRN EXCEPTION ACTIONS	Jan 13, 2000 14:42:38	Page:	1 of 1
CIRN EXCEPTION HANDLING ACTIONS.			

-----Exception Data-----

1	Name:	MERRY,MARY	
2	SSN:	333333333	
3	DOB:	AUG 22,1941	
4	DFN:	3	
5	ICN:	1003333333	
6	Date of Death:		
7	Exception Type:	Required Field(s)	Date of Birth
8	Exception Date:	Nov 02, 1999	
	Exception Status:	PROCESSED	

-----Enter ?? for more actions-----

AUD	Patient Audit	SPI	Single Patient Init to MPI
INQ	Patient Inquiry	ED	Edit Patient Data
HI	Hing Inquiry	UPD	Update Status to Processed
DO	MPI Display Only Query		

Select Action:Quit//

2. SSN Match Failed

This exception occurs when a discrepancy exists in a patient's SSN between your local Patient file and the MPI. The facility's local Patient file may have a pseudo SSN for a patient, while the MPI does **not** have one at all (i.e., the field is not populated in the MPI).

This exception can also occur when an SSN is populated in both your local Patient file and the MPI for the same patient but the values are different (e.g., the site has a pseudo SSN and the MPI has a "national" SSN for the same patient). Based on a review by Patient Administration personnel, it can be decided if the SSN should be updated in your local Patient file (#2).

Another example of an event that would cause this exception is a lost connection to the MPI when the patient is being added to the MPI. This would cause the patient to be assigned a national Internal Control Number (ICN) on the MPI but have a local ICN assigned at your site. If a user then updates the patient's Social Security Number, the MPI finds a potential match but the ICN is different than on your system.

Resolution:

First, determine if the SSN you have is correct. If not, use the Edit Patient Data action to correct it. Once corrected (or if it is already correct), use the Single Patient Initialization to MPI action to initialize this patient to the MPI. If the SSN matches now, the patient will automatically be matched up with the entry on the MPI.

If the SSN still does not match, you will get a list to pick a match from, or be allowed to add this patient to the MPI. If you believe that your patient matches one of the unique patients listed, select that person from the list. You will be asked if you are sure since the SSN doesn't match. If you have verified that the SSN you have for this patient is correct, send a message to the CMOR noting what you have found so they can correct their entry. Once the CMOR is corrected, the resulting messaging will update the MPI and treating facilities.

3. Name Doesn't Match

This exception is used to inform Patient Administration personnel that the Name returned from the MPI does not match the entry in your local Patient file (#2). This message should be forwarded to the Patient Administration Coordinator at your facility to see if this patient's name should be updated in the local Patient file (#2).

Another example of an event that would cause this exception would be a lost connection to the MPI when the patient is being added to the MPI. This would cause the patient to be assigned a national Integration Control Number (ICN) on the MPI but have a local ICN assigned at your site. If a user then updates the Name, the MPI finds a potential match but the ICN is different than that on your system.

Resolution:

Use the same resolution as with SSN, substituting Name for SSN.

4. Death Entry on MPI not in VISTA

This exception message occurs when the Date of Death field is populated in the MPI for a particular patient. However, that same field is **not** populated in your local Patient file (#2).

Resolution:

The resolution for all three Death Entry Exceptions is the same. The first step is to use the Patient Inquiry to identify the patient's CMOR site. If you are the CMOR, use the MPI Display Only Query to identify that the MPI data and your facility data match. If they do match, no action is necessary. If you are not the CMOR, do a HINQ inquiry to see if the patient has a date of death there and contact the CMOR to resolve the issue. If you are the CMOR, and the data has not been updated on the MPI, you will want to trigger an A08 message to the MPI. This can be done by re-entering the Name or DOB (or any of the other fields that CIRN monitors, including date of death). Use the Update Status to Processed action when you have resolved the exception. This will take the exception off the list.

5. Death Entry on VISTA not in MPI

This exception message occurs when the Date of Death field is populated in your local Patient file (#2) for this patient. However, that same field is **not** populated in the MPI.

6. Death Entries on MPI and VISTA DO NOT Match

This exception occurs when the MPI and your local Patient file have different dates of death for the same patient.

7. Potential Matches Returned

During the initialization of your site to the MPI you are likely to receive many of these exceptions. It is very important for the sharing of information between sites that they be resolved as quickly and accurately as possible. After this first large batch of potential matches has been resolved, you will still receive occasional exceptions of this type that need to be resolved.

During the ListManager display when presented with a list of potential matches, the following message may also be displayed to the user if this ICN is already in use by another patient.

```
You are attempting to assign an ICN that has already been assigned
to another patient in your Patient file.
An Exception will be recorded noting that these 2 patients
need to be reviewed to determine if they are a duplicate
```

Resolution:

Once you have determined either the correct match or that the patient is indeed new to the MPI, use the Single Patient Initialization to MPI action to resolve the exception. If you received the message that this ICN has already been assigned to another patient in your Patient file (#2), see the resolution for Multiple ICNs Exceptions.

Exception Messages not Included on the Exception Handling Option

1. Multiple ICNs

This message is intended for Patient Administration personnel who are responsible for resolving potential duplicates in the Patient file (#2). The message indicates that the MPI identified both of these patients as being the same person. However, CIRN/MPI Business Rules prevent two or more patients in the same Patient file from having the same ICN.

```

Subj: CIRN Exception: Multiple ICNs  [#707] 21 Sep 99 02:03  1 Line
From: HL7 Msg # 2001179104  In 'IN' basket.  Page 1  *New*
-----
Multiple ICNs: Patient dfn ##### returned ICN 1000000000 that is already in
use for Patient dfn #####  Checkout pair to  determine if a Duplicate

Select MESSAGE Action: DELETE (from IN basket)//

```

Resolution:

To resolve this, it is necessary to look up both of the patients whose DFNs are provided and determine if they are a duplicate pair. If it is a duplicate pair, determine which patient is correct. The wrong patient should be ZZed out and leading zeros should be added to the SSN. Use VA FileMan to view which of the patients has a "national" ICN – looking at the Integration Control Number and Locally Assigned ICN fields, also display the CIRN Master of Record. If you are not the CIRN Master of Record, log a NOIS asking for assistance since you are not the CMOR. If you are the CMOR, continue on. If the patient that was "ZZed" has an ICN (national – no value in the Locally Assigned ICN field), use the Inactivate Patient from MPI option to remove this patient from the MPI. That will clean up the local ICN and CMOR data, as well as clean up the MPI. Then use the Single Patient Initialization option for the "correct" patient, to get that patient added to the MPI. If the "ZZed" patient has a Local ICN (Locally Assigned ICN field set to yes), delete the Integration Control Number, Locally Assigned ICN and CIRN Master of Record fields for this patient, via VA FileMan.

(For more information on CIRN/MPI Business Rules, see Appendix A – CIRN Business Rules in any CIRN-PD/MPI manual.)

2. Attempt to Inactivate Shared Patient

This exception results if subscribers exist for a patient (or ICN) you tried to remove from the MPI using the Inactivate Patient from MPI option. You cannot remove this patient from the MPI.

3. Update Message is not from CMOR

This exception results if an update message has been received from a non-CMOR site. You should not update the patient information.